



KENTUCKY BOARD OF HOME INSPECTORS

P.O. Box 1360, Frankfort, Kentucky 40602 ~ 911 Leawood Drive, Frankfort, Kentucky 40601
(502) 564-3296 ~ <http://bhi.ky.gov>

Complaint Number _____

COMPLAINT FORM

IMPORTANT INFORMATION TO COMPLAINANT

1. Board Authority:

The board investigates complaints concerning licensees, or persons the board has reason to believe should be licensees, including complaints concerning failure to comply with the KRS 198B.700-738 licensing statutes or regulations and, when appropriate, takes action in accordance with KRS 198B.728 and 198B.730. The board may take disciplinary actions against or impose sanctions on a licensee for failing to comply with any of those statutes or regulations, under KRS 198B.728, and may deny, suspend and revoke licenses under KRS 198B.706(3). All fee paid home inspections must be conducted in accordance with standards of practice approved by the board, under KRS 198B.706, and standards of conduct set out at 815 KAR 6:030.

If the board determines that a person is not licensed as required, the board will issue a show cause order, which may result in an order to cease and desist, under KRS 198B.730(3).

2. Filing Your Complaint:

Please complete the attached form, affix your notarized signature, and return to the Kentucky Board of Home Inspectors at the address above. You must attach **copies** of any supporting documents, including the full written inspector's report and inspection agreement if your complaint regards an alleged deficient home inspection or other documentation proving what you claim is factual. **All documents will be retained by the Board and are not returnable.** The licensee becomes the Respondent in your complaint.

3. Processing Your Complaint:

A signed, notarized complaint is logged in and given a case number upon receipt. The case number is used to identify it throughout the process. As required by applicable privacy law, there will be no public reference to persons identified in the complaint pending board investigation and action.

A. The case is then referred the Compliance Review Committee for review. The Committee reviews all complaints initially to determine if they are within the statutory authority of the board, as described above. If the complaint does not state an issue within the board's jurisdictional authority, if insufficient evidence of such an issue is presented, or if the Committee determines the complaint cannot be heard for any reason, it will recommend that the Board dismiss the case and upon approval you will



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be notified in writing. If the complaint is dismissed, it will continue to be identified by case number only and not be public.

B. Ordinarily a copy of the complaint is sent, by certified mail, to the person named in it. A period of 20 days is allowed to respond. However, the complaint is not public until the Board takes a disciplinary action or imposes sanctions.

C. Once a response is received; the Compliance Review Committee reviews the case. The Committee then reports its findings and recommendations to the board for final action.

D. If the board takes disciplinary action or imposes sanctions, then the complaint will become a public document and you will be notified in writing. If the board determines no disciplinary action or sanction is warranted, the complaint will not become a public document and you will be notified in writing.

4. Timely Filing Requirement:

It is the policy of the Board not to accept complaints on issues that occurred more than twelve (12) months prior to the date of filing unless some extenuating circumstance can be shown for the delay.

5. Complainant Information:

Name: _____

Date: _____

Address: _____

City: _____ State: _____

Zip: _____

Best Contact Phone: _____

Email: _____

☐ Buyer ☐ Seller ☐ Realtor ☐ Other: _____

6. Home Inspector Information

Name: _____

License # _____

Company: _____

Address: _____

City: _____ State: _____

Zip: _____

Phone: _____

Date of Service: _____

Inspected Address: (If Applicable): _____



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8. Certification:

I certify that the information provided in this complaint is true and accurate to the best of my knowledge. I realize the serious nature of filing such a complaint and realize that there may be penalties for false or misleading statements concerning such complaint.

Signature of Complainant _____
Date _____

Sworn to before me this _____ day of _____, _____
Notary Public State of _____
My Commission expires _____
Notary Signature _____

Notary Seal